

- **Future Updates to the IOM** – After clicking on the Future Updates to the IOM link and clicking on the Future Updates to the IOM link under Downloads, review the list of updates to find the appropriate document.
- **CMS Transmittals** – After clicking on the CMS Transmittals link under Related Links Inside CMS and clicking on the specific year that the CMS Transmittal was published, review the list of Transmittals to find the appropriate document.
- **Crosswalks** – After clicking on the Crosswalks link under Related Links Inside CMS and clicking on the specific type of crosswalk, review the list to find the appropriate document.
- **Paper-Based-Manuals** – After clicking on the Paper-Based Manuals link and clicking on the link for the Publication, click the appropriate links under Downloads to review the Chapters for the Paper-Based Manuals.
- **Program Memoranda** – After clicking on the CMS Transmittals link under Related Links Inside CMS and clicking on CMS Program Memoranda, review the list of Memoranda to find the appropriate document.

### Can I Locate a Specific Section in an Internet-Only Manual if I Know Where the Section Is in the Paper-Based Manual?

CMS developed crosswalks to assist you in locating materials in the Internet-Only Manuals, based on the location in the Paper-Based Manuals. Crosswalks have been created for the: Medicare Carriers Manual, Medicare Intermediary Manual, and Provider Manuals.

The crosswalks can be found at [www.cms.hhs.gov/manuals](http://www.cms.hhs.gov/manuals) on the CMS website.

### What Other Resources Are Available?

Please visit the following CMS websites for more information about Medicare, Medicaid, and CMS policies posted on the Internet:

#### The Medicare Learning Network

The Medicare Learning Network (MLN) is the brand name for official CMS educational products and information for Medicare fee-for-service providers. For additional information visit the Medicare Learning Network's web page at [www.cms.hhs.gov/MLNGenInfo](http://www.cms.hhs.gov/MLNGenInfo) on the website.

#### The Online CMS Manual System Announcement

[www.cms.hhs.gov/transmittals/downloads/R2OTN.pdf](http://www.cms.hhs.gov/transmittals/downloads/R2OTN.pdf)

This One-Time Notification (formerly called a Program Memorandum) outlines the CMS Online Manual System. It also provides a crosswalk between Paper-Based Manuals and the Internet-Only Manuals.

#### The Office of Strategic Operations and Regulatory Affairs (OSORA) – Division of Issuances

For more information concerning the CMS Online Manual System, please contact OSORA's Issuances and Records Management Group at CMS [Issuances@cms.hhs.gov](mailto:Issuances@cms.hhs.gov) e-mail address.

Problems or suggestions may be submitted at [www.cms.hhs.gov/ContactCMS](http://www.cms.hhs.gov/ContactCMS) on the CMS website.

This brochure was prepared as a service to the public and is not intended to grant rights or impose obligations. This brochure may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents.



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# The CMS Online Manual System

*A Web-based Manual System  
for Medicare Contractors,  
Providers and State Agencies*



### What Is the CMS Online Manual System?

The CMS Online Manual System currently consists of six parts: (1) The Internet-Only Manuals (IOMs), (2) Future Updates to the IOM, (3) CMS Transmittals, (4) Crosswalks, (5) Paper-Based Manuals, and (6) Program Memoranda. These products are CMS program issuances, day-to-day operating instructions, policies, and procedures that are based on statutes, regulations, guidelines, models, and directives. They provide comprehensive guidance, clarification, and explanation of the statutes and regulations. These instructions are located on the CMS Online Manual System at [www.cms.hhs.gov/manuals](http://www.cms.hhs.gov/manuals) and are a replica of the official record copy.

### What Are the Benefits of the CMS Online Manual System?

The CMS Online Manual System offers providers and contractors, as well as CMS, several benefits:

- A centralized location for Medicare and Medicaid policies, available 24 hours a day;
- A single source of information for the Medicare and Medicaid programs;
- A significant elimination of redundancy and a streamlining of the update process (due to the functional orientation of the system); and
- A more timely and accessible fashion for accessing CMS program instructions.

### How Will I Be Notified of Program Instructions?

CMS will notify Medicare contractors of new and changed program instructions through the [cms.hhs.gov/manuals](http://cms.hhs.gov/manuals) website. Providers will be notified through their servicing contractor's website and provider bulletins.

The CMS Quarterly Provider Update provides advance notification of all new and changed program instructions. Providers may subscribe to it at [www.cms.hhs.gov/quarterlyproviderupdates](http://www.cms.hhs.gov/quarterlyproviderupdates) on the CMS website.

### How Is the CMS Online Manual System Organized?

The CMS Online Manual System is organized by functional areas, such as:

- Eligibility and Entitlement;
- Claims Processing; and
- Benefit Policy.

### What Are the Specific Functional Areas?

There are 21 functional areas within the CMS Online Manual System, as shown in the following table:

#### Internet-Only Manuals Functional Areas

Pub. 100-01	Medicare General Information, Eligibility, and Entitlement
Pub. 100-02	Medicare Benefit Policy
Pub. 100-03	Medicare National Coverage Determinations
Pub. 100-04	Medicare Claims Processing
Pub. 100-05	Medicare Secondary Payer
Pub. 100-06	Medicare Financial Management
Pub. 100-07	Medicare State Operations
Pub. 100-08	Medicare Program Integrity
Pub. 100-09	Medicare Contractor Beneficiary and Provider Communications
Pub. 100-10	Medicare Quality Improvement Organization
Pub. 100-11	Medicaid State Agencies Notification
Pub. 100-12	State Medicaid
Pub. 100-13	Medicaid State Children's Health Insurance Program
Pub. 100-14	Medicare End Stage Renal Disease Network Organization
Pub. 100-15	Medicare State Buy-In
Pub. 100-16	Medicare Managed Care
Pub. 100-17	Medicare Business Partners Systems Security
Pub. 100-18	Reserved
Pub. 100-19	Demonstration
Pub. 100-20	One-Time Notification
Pub. 100-21	Recurring Update Notification

### In What File Format Will the Electronic Files Be Presented?

Electronic manual files will be provided in Microsoft Word, and Adobe's Portable Document Format (PDF). PDF files can be viewed using the Adobe Acrobat Reader, a free program available from Adobe Systems.

### How Is the CMS Online Manual System Website Organized?

The CMS Online Manual System website contains six subsections:

- **Internet-Only Manuals (IOMs)** – Manuals that have been transitioned to the Internet-Only format;
- **Future Updates to the IMO** – Future revisions to the IOMs, organized by implementation dates;
- **CMS Transmittals** – Transmittals that are organized by year of publication;
- **Crosswalks** – Information on where material from the Paper-Based Manuals was incorporated in the IOMs;
- **Paper-Based-Manuals** – Used only for reference purposes; and
- **Program Memoranda** – Used only for reference.

As CMS updates manual instructions, revised materials will be updated into the Internet-Only Manuals on the implementation date of the instruction. The current policy and future policy for the Medicare and Medicaid programs are contained in the IOM, future updates to the IOM and the transmittal page on the CMS Online Manual System which is updated weekly.

### How Can I Locate Materials in Each of the Six Subsections?

Since each subsection is organized differently, the process for locating the different types of documents is different:

- **Internet-Only Manuals (IOMs)** – After clicking on the Internet-Only Manuals (IOMs) link and clicking on the link for the Publication, click the appropriate links under Downloads to review the Chapters for the functional area.